

**WISCONSIN DEPARTMENT OF HEALTH AND FAMILY SERVICES**  
**Division of Health Care Financing**  
**1 W. Wilson St.**  
**Madison WI 53702**

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To: Process Help Handbook Users

From: Jim Jones, Director  
Bureau of Eligibility Management

Re: **Process Help Release 06-02**

Release Date: March 1, 2006

Effective Date: March 1, 2006

**EFFECTIVE DATE**

The following process additions or changes are effective 3/01/06, unless otherwise noted. **Bold text in the new process section denotes new text. Text with a strike through it in the old process section denotes deleted text.**

**Changes**

**1.2.6 Case Processing> Pre-Intake Process> Request For Assistance (RFA)> Withdraw an RFA**

This section has been added:

1. **Enter the RFA number in the Quick select field at the top of the CWW page. You will be taken to the Complete Request for Assistance page for the selected case where you can withdraw the RFA.**
  - **You do not have to update the Registration Filing date field.**
2. **Answer <Yes> to Withdraw RFA?**
3. **Enter a Withdrawn Reason code.**
4. **Enter RFA comments noting why the RFA was withdrawn.**
5. **Click Next to complete the RFA withdrawal request.**

**3.1 Case Processing> Ongoing Case Maintenance> Newborn (Baby) Add**

This text has been added:

**An informational message will display when a Pregnancy End date has been entered. The message indicates the need to add a new individual on the Household Members page if appropriate.**

**<Pregnancy ended. Add newborn to the Household Members Page>**

**3.3 Case Processing> Ongoing Case Maintenance> Person Delete**

This text has been added:

**Note: When deleting a person from the case, it may be necessary to change the program filing date if the difference between the filing date and the current date is more than 3 months. CWW will schedule the necessary program request pages when deleting an individual. CWW will prompt you with an event panel message to change the filing date by scheduling the necessary Program Request pages.**

**3.4.1 Case Processing>  
Ongoing Case Maintenance>  
Six Month Report Forms>  
Update Six Month Report  
Forms Directly**

This text has been added:

**Note: The Action Date is usually the date the worker is actually making a decision on whether the SMRF is Complete, Incomplete, Manual or Received. The Action Date can be different however when a Completed SMRF is returned prior to the last day of the month it is due, but is not recorded as Complete until the following month. The Action date should be recorded as the date the SMRF was received in the agency so that CARES will recognize that the SMRF was turned in timely.**

**For example: A SMRF was received on 12/30 but the worker was not able to process it until 1/3. The worker should use 12/30 as the Action Date for recording the form as Complete.**

**16.1.2 Financial Processes>  
Income> Earned Income**

This section has been added:

**Note: You can use a number of different documents to verify income. Remember though, that bank statements only verify net income, or the amount deposited into the bank account, not necessarily the gross amount.**

**16.2 Financial Processes>  
Income> Self Employment  
Income**

Self Employment section has been added

**16.3 Financial Processes>  
Income> Unearned Income**

This section has been added:

**Note: You can use a number of different documents to verify income. Remember though, that bank statements only verify net income, or the amount deposited into the bank account, not necessarily the gross amount.**

**48.3 Tools> Query> Case  
Member History Page**

This section has been added:

**The SSN for all household members is displayed on the page. In addition to displaying the cleared individuals, the page shows individuals not relevant to the case, along with their SSN's in separate sections on the page.**